



Electronic Document Management (EDM)

NEWSLETTER

December 27, 2001

Purpose

This Newsletter is to update Health Care Service Plans (HCSP) on the status of the EDM Project that is currently underway at the Department of Managed Health Care (DMHC). As you may know, the EDM Pilot Project is now in its fourth month with the following selected HCSPs: Blue Cross, Delta Dental, Kaiser, LA Care, Landmark, Lifeguard and Private Medical-Care, Inc.

Project Update

As of December 26, 2001, the Licensing Division has received a total of 273 filings of which, 73 are pending with Licensing Counsel and 200 have been resolved.

On October 12, 2001, a survey was e-mailed to the HCSP pilot participants. The survey consisted of general questions relating to the eFiling website and the associated business processes. Overall, the responses received were very positive in nature. Very few changes were suggested. These recommended changes to the new electronic system more or less centered on plan-specific needs or complexities that were encountered during the earlier portion of the pilot.

All of the earlier difficulties have been addressed in the "Frequently Asked Questions" (FAQs), located on the Department's eFile Website <https://wp.dmhc.ca.gov/efile>. In addition, these same FAQs can be found on the Department's Website OTIS > Library > FAQs <http://otis/lib.asp>. The link is entitled eFile (HPO) FAQ. In the near future, DMHC will address and/or implement the more recent questions/suggestions generated by the survey. In the meantime, please view these FAQs located on the eFile Website.

Project Timeline

All of the major milestones of the EDM Pilot Project as mentioned in our Newsletter of May 18, 2001, have been met. The EDM Pilot Project is projected to end December 31, 2001, and as planned, statewide implementation will begin on January 1, 2002. As of the January 1st date, the above-referenced HCSPs that participated in the pilot will no longer need to submit the hard copy filings as backup to their associated eFiling.

HCSP Training

On December 12, 2001, DMHC trained 19 of the full-service plans on the use of the eFiling Website. In addition, this training consisted of an overview of how the Department processes and reviews electronic filings. After training and by following specific criteria, each HCSP will be certified as ready to file documents electronically.

Upcoming

"Electronic Filing Tips" will be provided as a regular topic in future newsletters.

There will be two training sessions to accommodate all full-service plans. The second session will be held on January 9, 2002. The third and fourth training sessions will accommodate the specialized HCSPs and will be held in February, March, and April with a make-up session in May of 2002.

Conclusion

In summary, the EDM Pilot Project has proved to be both a challenging and rewarding experience. eFiling will allow Licensing Counsel to expedite their review and comments regarding HCSPs' filings related to changes in plan operations.

Any questions regarding the EDM Pilot Project should be communicated to:

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